

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
RESOURCE SPECIALIST (SOCIAL WELFARE)	31	E	12.370

DEFINITION OF THE CLASS:

Under general supervision, conducts interviews with applicants for public assistance; makes assessments of clients' needs; provides information, referrals and alternatives; coordinates community-based social services; and performs related work as required.

EXAMPLES OF WORK: (The following is used as a partial description and is not restrictive as to duties required.)

Interviews and observes clients and assesses information to identify deficiencies relative to medical treatment, housing, child care, employment, transportation and education and encourages clients to access available community services.

Devises and implements a plan of action agreeable to the client to assist the client in achieving greater self-sufficiency, reduce stress in the family and control or reduce financial dependence on public assistance. Provides clients with information relative to available resources; provides referrals and makes arrangements for clients to receive available commodities and services; encourages clients to seek solutions to problems; monitors clients' progress and cooperation; assists clients in completing required forms and applications for services; and acts as liaison to resolve problems between clients and service providers.

May explain and encourage involvement in Medicaid managed health care programs; effect the enrollment and resolve grievances related to managed care; and provide outreach and enrollment in health screening, prevention and early treatment programs by providing clients with information regarding program goals and objectives and cost effective health care alternatives. Works with clients both one-on-one and in groups to encourage participation; directs clients to specialized health care providers; makes appointments; arranges transportation; and resolves problems between client and provider. Contacts and follows up with parents whose children require periodic screening, diagnostic tests and treatment to ensure the child receives timely preventative care. When intervention is necessary to address child abuse or neglect issues, the family is referred to the appropriate agency providing child protective services.

Maintains records and statistics to monitor clients' progress; stores and accesses information using a computer; and submits activity reports to higher level staff to assist program administrators in evaluating staff performance and monitoring program efficiency and effectiveness. Develops a resource network by initiating contacts within the community and gaining the support and participation of service providers in order to meet a wide variety of clients' needs for commodities and services. Compiles and maintains accurate referral information for clients and office staff.

EXAMPLES OF WORK: (cont.)

These duties are distinguished from professional social work by the scope of responsibility, complexity of duties, level of decision making, and consequence of error. Resource Specialists engage clients in cooperative agreements that offer alternatives and encourage choices relative to the solution of immediate health, housing, transportation, child care, literacy or employment deficiencies and on-going managed or preventative health programs. Duties are usually performed in conjunction with other social service or public assistance programs and clients are referred to the Resource Specialist by other agency staff such as Eligibility Certification Specialists working in the Aid to Dependent Children program or Social Workers providing on-going case management. Chronic problems associated with deprivation, family dysfunction and debilitating illness which may require voluntary or involuntary social intervention, application of methods, principles and techniques of case work, long-range planning and on-going case management to enhance or restore client's ability to function physically, socially and economically are assigned to a professional social worker.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and/or needed to perform the work assigned.)

Knowledge, skills and abilities required may vary according to program assignment. Those which are characteristic of the class are:

Working knowledge of the regulations, policies and procedures pertinent to the job assignment. Working knowledge of medical and pharmaceutical terminology sufficient to refer clients to appropriate medical providers and discuss payments and billings. Working knowledge of agency and community resources and assistance programs and their roles, services and responsibilities. General knowledge of State laws pertaining to the reporting of child abuse.

Ability to operate a computer sufficient to store and access needed information.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of social problems and their origins. General knowledge of the philosophy of public assistance programs. General knowledge of the resources, services and commodities available to low income families and individuals. General knowledge of the regulations and procedures that affect eligibility for private, local, State and federal social services.

Ability to interact with persons from a variety of economic, ethnic and social backgrounds to explain program requirements, encourage program participation and gain program support. Ability to understand and accept differences in human behavior caused by deprivation. Ability to establish rapport, gain the trust of others, listen perceptively and respond with interest and empathy. Ability to present information both verbally and in writing. Ability to organize and analyze information, identify relevant concerns, and recognize alternatives and their implications. Ability to read, comprehend and carry out the provisions of program manuals, guidelines, rules and regulations.

EDUCATION AND/OR WORK EXPERIENCE:

I

Graduation from high school or the equivalent and two years of experience in an advanced administrative support or paraprofessional role equivalent to a Management Assistant II in Nevada State service which included interacting with the public in a social service setting to obtain information, explain policy and enlist the assistance of other community services, and interpreting and applying the provisions of program regulations and policies to work methods.

II

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities. Sixty semester credits of college course work in general studies can be substituted for one year of the experience described in option I.

SPECIAL NOTE: In order to meet the needs of a specialized program, a position may require specialized background or skills. Any specialized background requirements will be identified at the time of recruitment within the parameters of the class specifications.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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